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**City of Salisbury's Customer Service Payment Counter to Close
Briefly during Morning Hours of Monday, May 3**

Payment Counter to Reopen at Noon following Rollout of New Customer Service Billing System

Salisbury, NC _April 30, 2010 – The City of Salisbury's Customer Service Center and payment counter will be closed from 8:30 am to 12 noon on Monday, May 3. The Customer Service Center is located on the first floor of the City Office Building, 132 North Main Street and offers utilities payment opportunities for citizens. The temporary closing will allow for the roll-out of a new customer service software billing package. No phone calls will be taken during the morning transition period. The Customer Service Center will reopen promptly at 12 noon to begin assisting customers.

City of Salisbury Management Services Director John Sofley notes that the software transition encompasses all aspects of customer service billing and management, including interactive voice response and the online payment system. Sofley offers, "The City of Salisbury and Salisbury-Rowan Utilities are currently transitioning into a new billing system. If you presently make your payment online or would like to begin making payments online, please visit www.salisburync.gov and follow the easy steps to create your new account. Thank you for your patience as we transition into a new improved system to better serve you." Sofley adds that draft payments will not be affected by the new system and citizens with inquiries or who need assistance may contact Customer Service Supervisor Clara Bost at 704-638-5300.

The City of Salisbury is an equal opportunity employer with over 180 different job classifications and 400 full time positions. For more information regarding the City of Salisbury and its services and departments, please visit us on the web at www.salisburync.gov. To receive updates regarding local initiatives, meetings, programs, and events, please join the City of Salisbury's Facebook users group at www.salisburync.gov/facebook or follow us on Twitter at <http://twitter.com/CitySalisburyNC>.

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